

ABSTRACT

A telecommunication system for transmitting customer data corresponding to a customer, to an agent of an automatic call distributor (ACD) is described. The ACD is connected to the telecommunication system through a public switched telephone network (PSTN). The telecommunication system includes a customer data processor configured to maintain two way communication between the customer and the agent of the ACD, where the customer data processor stores and processes customer data provided by the customer. A data encrypter operatively coupled to the customer data processor encrypts the customer data. The customer data processor transmits the encrypted customer data to the ACD upon receiving a predetermined signal. A customer data interpreter is operatively coupled to the ACD and receives and decrypts the encrypted customer data to facilitate presentation of the customer data to the agent.